

Response to On-Scene Time, Priorities Alpha & Omega Emergency Medical Services



KPI Owner: Major Mike Tully

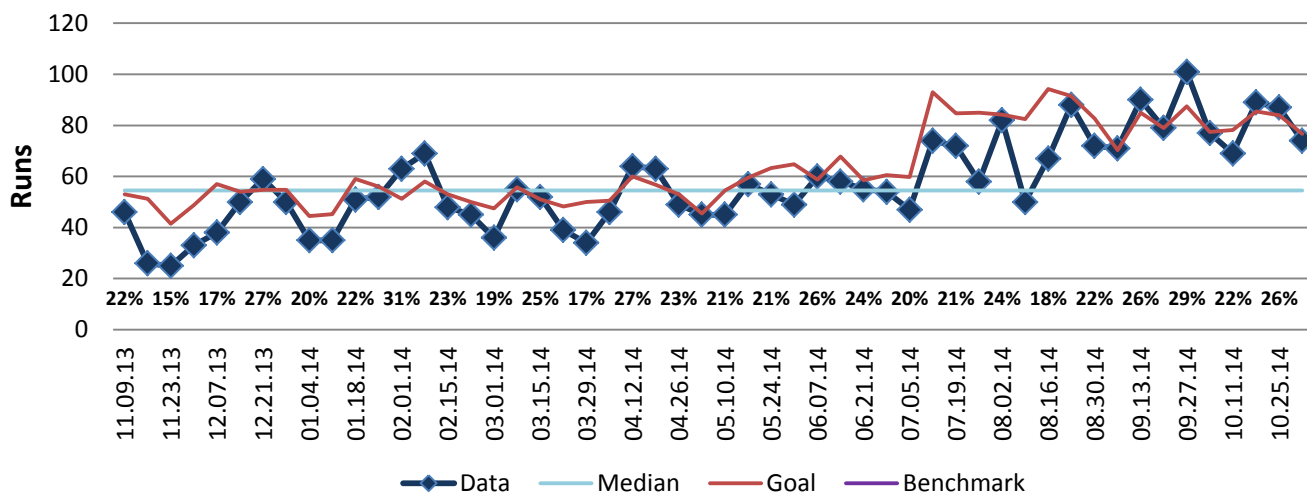
Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: ~22% FY14, Median 46.5 defects wkly Goal: 16 minutes or less 75% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Weekly count of priority alpha/omega response to onscene times that exceed the goal of 16 minutes Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

How Are We Doing?

11.03.13-11.01.14 12 Month Goal	11.03.13-11.01.14 12 Month Actual		10.26.14-11.01.14 Goal	10.26.14-11.01.14 Actual	
3,319	2,986		77	74	
Runs	Runs		Runs	Runs	

Response to On-Scene Time, Priorities Alpha & Omega



Root cause analysis is not necessary because there is no gap between the goal and current performance.